

OKLAHOMA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Oklahoma Consumers = 3,004



Fraud Complaints from Oklahoma Consumers = 1,889

Top Fraud Complaint Categories for Oklahoma Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	511	27%
2	Advance-Fee Loans and Credit Protection/Repair	210	11%
3	Internet Services and Computer Complaints	205	11%
4	Foreign Money Offers	157	8%
5	Shop-at-Home/Catalog Sales	139	7%

¹Percentages are based on the total number of fraud complaints from Oklahoma consumers (1,889).

Amount Paid Reported by Oklahoma Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
1,889	\$1,579,838	1,532	81%	\$1,031

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Oklahoma consumers (1,532).

Top Oklahoma Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Oklahoma City	351
Tulsa	275
Norman	91
Edmond	75
Broken Arrow	60



Identity Theft Complaints from Oklahoma Victims = 1,115

Identity Theft Types Reported by Oklahoma Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	460	41%
2	Phone or Utilities Fraud	270	24%
3	Bank Fraud	230	21%
4	Government Documents or Benefits Fraud	96	9%
5	Loan Fraud	79	7%
6	Employment-Related Fraud	74	7%
	Other	181	16%
	Attempted Identity Theft	82	7%

¹Percentages are based on the 1,115 victims reporting from Oklahoma. Percentages add to more than 100 because approximately 26% of victims from Oklahoma reported experiencing more than one type of identity theft.

Top Oklahoma Identity Theft Victim Locations

Victim City	No. of Victims
Oklahoma City	205
Tulsa	203
Edmond	48
Broken Arrow	42
Norman	41